The FOS Processes:

Non-billable: Reporting Maintenance Problems

Step 1:
Building Occupant discovers a maintenance problem in the building, lab or office and calls or emails the Building Coordinator.

Step 2:
Building Coordinator reports the maintenance problem to the Work Control Center Service Desk.

Step 3:
The Building Coordinator calls or emails the Work Control Center to log the reported problem.

Step 4:
The Work Control Center Service Desk assigns a Service Request Tracing Number and dispatches a Mechanic, a Custodian or Grounds Staff to the problem area.

Step 5:
The Building Coordinator logs onto the Check Work Request Status website using the Service Request Tracking Number to check the Service Call status. The Coordinator then reports back to the Building Occupant regarding the service call status.